Worldwide End-User Standard Limited Product Warranty

The warranty information included in this document applies to products sold to end-users by Quantum or one of its authorized Value-Added Resellers (VARs) or Distributors. Service contract upgrades to higher response levels are also available for selected products. For additional warranty details and post-warranty service/support options, please contact your Quantum Authorized Reseller or local Quantum Representative, or visit http://www.quantum.com/supportoptions.

End User Warranty Periods

Product	Quantum Standard Warranty	Installation Requirements
Quantum ValueLoader, SuperLoader 3. SuperLoader 3A	One-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
M1500, Quantum SuperLoader	Three-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
M1800	Three-year warranty. First year: On-site 5x9x next business day response[1]. Second, Third year: 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
PX502	One-year Bronze on-site service: 5x9 next business day response[1]	Customer Installable
M2500, P4000, P7000, PX506, PX510, PX720	One-year Bronze on-site service: 5x9 next business day response[1]	Quantum or Quantum authorized service provider
DX30, DX100	Hardware and Software: One-year Bronze on-site service: 5x9 next business day response[1]	Quantum or Quantum authorized service provider
DX3000, DX5000	Guardian One-year On-site[2]: With StorageCare™ Guardian installed, 5x9 next business day on-site response for the chassis, raid controllers and Optyon adapters; and Rapid Exchange[3] for the power supplies, fans and disk drives.	Customer Installable
DXi3500, DXi5500	One-year 5x9 next business day CRU replacement and next business day onsite FRU replacement. Software: 1 Year 5x9 telephone support	Customer Installable
DXi7500	Hardware: One-year Bronze on-site service: 5x9 next business day response. Software Options: 90 Day 5x9 phone support.	Quantum or Quantum authorized service provider
DPM5500	Guardian One-year On-site[2]: With Guardian installed, 5x9 next business day on-site response[1] for the chassis, raid controllers and Optyon adapters; and Rapid Exchange[3] for the power supplies, fans and disk drives. Software: One-year 5x9 telephone support	Customer Installable
Scalar 50	One-year Bronze on-site service: 5x9 next business day response[1]	Customer Installable
Scalar i500	One-year next business day CRU replacement and next business day onsite FRU replacement: 5x9 next business day response[1]	Customer Installable
Scalar i2000, Scalar 10K, Scalar 100	One-year Bronze on-site service: 5x9 next business day response[1].	Quantum or Quantum authorized service provider
Scalar 24	Three-year phone support with FastExchange	Customer Installable
FastStor 2, FastStor 1	One-year phone support with FastExchange	Customer Installable
Pathlight VX 650	Two-year Gold onsite service: 7x24x4 hour response	Quantum or Quantum authorized service provider
Pathlight VX 450	One-year Bronze on-site service: 5x9 next business day response[1]	Quantum or Quantum authorized service provider
StorNext, StorNext FX, AMASS	90 Day 5x9 phone support	Quantum or Quantum authorized service provider
Vision	1 Year 5x9 phone support	Customer Installable
Quantum Encryption Key Manager (Q-EKM)	Standard warranty is 5x9 phone support. The warranty for Q-EKM must be aligned with the underlying library warranty. If purchased with a library at point of sale, the warranty will be one year. The warranty period for Q-EKM field upgrade will be the remaining library warranty period or 90 days, whichever is longer.	Quantum or Quantum authorized service provider
Travan Standalone Tape Drives	Two-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable

[1] 5x9 next business day target response is available in many regions around the world, but where not available, the warranty is Rapid Exchange. On-site response may be available at an additional charge. Please consult the Warranty Coverage Territory List at http://www.quantum.com/ServiceableCities for a complete list of areas where 5x9 next business day coverage is available or contact your local Quantum representative for more information.

[2] Guardian One-year On-site: With StorageCare™ Guardian installed, 5x9 next business day target response for the chassis, raid controllers and Optyon adapters; and Rapid Exchange for the power supplies, fans and disk drives.

[3] Rapid Exchange: Quantum Reserves the right to choose, at its sole discretion, Rapid Exchange of the whole unit or failing part.

Product	Quantum Standard Warranty	Installation Requirements
DDS/DAT Standalone Tape Drives	Three-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
GoVault Removable Disk Dock, GoVault Removable Disk Cartridge	Three-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
DLTVS80, VS160, and V-4 Standalone Tape Drive	Three-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
LTO-2HH, LTO-3, and LTO-4 Standalone Tape Drives	Three-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
SDLT 320, SDLT 600, and DLT-S4	Three-year 5x9 Phone Support with Rapid Exchange[3]	Customer Installable
SDLT 600A	One-year 5x9 Phone Support with Rapid Exchange[3]	
Tape Drive Add-ons, Prism Hardware Options and Upgrade Kits[4]	P Series, M2500 - 5x9 next business day response[1], or corresponding library warranty or service agreement, or thirty-day on-site service, whichever is longer. L Series, SuperLoader, SuperLoader 3 and M1500 - Rapid Exchange[3][1] for the balance of the original warranty or service agreement, whichever is longer. DX30 and DX100: Hardware and Software: One-year on-site service: 5x9 next business day response[1], or corresponding library warranty or service agreement, whichever is longer.	Quantum or Quantum authorized service provider
Quantum Repairs	Return to Factory - Thirty-days or the balance of the original warranty.	
Third Party Hardware or Software when provided by Quantum	Unless specified above, all third party hardware and software is provided AS IS. However the non Quantum supplier or publisher may provide their own warranty.	

Limited Warranty

Claim Process

Bronze Support-5x9 Hardware and Software Telephone Support

Base support is 5x9 telephone support; five days a week, nine hours a day (Monday-Friday, 8AM-5PM, local time excluding Quantum or country holidays). Inquiries may be answered past these hours but responses for support may be limited.

During the term of this Limited Warranty, Quantum will provide software support for the currently marketed version of the software licensed from Quantum as well as providing support for the most recent prior version of the software.

Please note: Quantum shall use commercially reasonable efforts to respond to a specific response time. However, the times specified are targets and not a guarantee.

To enable Quantum to provide the best possible support, the customer must have the most recent version of firmware and software installed.

Rapid Exchange: Tape Drives, GoVault Removable Disk, L-Series, M1500, M1800, SuperLoader3, SuperLoader 3A, ValueLoader, and SuperLoader
Warranty Claims

For Products that require repair during the term of this Limited Warranty, Quantum will arrange for shipment of a replacement Product or Part at Quantum's discretion on a Rapid Exchange[3] basis. The target ship date of the Rapid Exchange[3] Product or Part is two (2) business days after receipt of the call.

Rapid Exchange Products or Parts will be provided by contacting the Quantum Customer Support Center who will:

i. Diagnose the problem
ii. Ship a replacement Product or Part to the End Use
iii. Issue a Return Authorization (RA) Number

Rapid Exchange shipments require the customer to provide Quantum with a credit card hold or another form of Quantum-specified collateral for security purposes. Once the defective Product or Part is received by Quantum, the hold/deposit will be released. If a credit card or another form of Quantum-specified collateral is not provided, then the replacement product cannot be sent until defective product has been received by Quantum. In the event the defective Product or Part is not received by Quantum within fourteen (14) business days after the customer has received a replacement Product or Part, Quantum will convert the hold/deposit to a charge. The requestor is responsible for the full retail value of the missing Product or Part. Additionally, the warranty will be void on the Product or Part that Quantum shipped out as part of the Rapid Exchange Program AND the Product or Part that was not returned. The defective Product or Part must be returned to a Quantum-specified receiving location with the RA number clearly indicated on the outside of the shipping package. Replacement Products or Parts shall be furnished on an exchange basis and may be either new or reconditioned as new.

[4] Standard Warranty for add-ons, options and upgrades performed to a Quantum product out of warranty is thirty days, return to factory. Time and materials charges for on-site repairs are applicable.

Removal, shipment to Quantum shipping insurance and loss or damage of the failed Product or Part, as well as the installation and configuration of the replacement Product or Part is the responsibility of the End User. The customer may choose an on-site field call at the then-current price for removal and installation of the replacement Product or Part. Products, Parts and Repairs shipped to the End User by Quantum, shall be freight prepaid by Quantum. Responsibility for loss or damage shall be on Quantum. Quantum shall not be responsible for any handling fees, import duties or tariffs, or delays as a result of customs.

FastExchange: FastStor1, FastStor 2, and Scalar 24 product lines

For Products that require repair during the term of this Limited Warranty, Quantum will arrange for shipment of a replacement Product or Part at Quantum's discretion on a FastExchange basis. The unit will be dispatched within 24 hours of Quantum determining that the unit is defective. Provided a customer contacts Quantum and completes all of the necessary paperwork prior to 1PM Mountain Standard Time, Quantum will ship the replacement Product or Part the same day, which will arrive within 24 hours at the customer site.

FastExchange Products or Parts will be provided by contacting the Quantum Customer Support Center who will:

i. Diagnose the problem
ii. Ship a replacement Product or Part to the End User
iii. Issue a Return of Materials Authorization (RMA) Number

If the carrier has an unforeseen event that delays the shipment, Quantum cannot guarantee that the unit will arrive within the 24-hour window. Customers should not assume that the time of contact with Quantum dictates the time of shipment. *PLEASE NOTE* - The 24-hour FastExchange is available ONLY in North America, the European Union, Switzerland, and Norway. In countries where FastExchange is not yet available, Quantum offers the best available exchange, or return to depot repair dependent upon local restrictions, for your replacement unit.

Bronze Support-Next business day Response: Scalar i2000, Scalar 10K, Scalar 100, PX500-Series, PX720, DX30, DX100, M1800, M2500 Warranty Claims

For Products that require repair during the term of this Limited Warranty, Quantum will dispatch a Field Service Engineer the following business day after receipt of your call. Next business day response times are subject to End User location, End User availability, parts availability and resource availability.

Next business day response will be provided by contacting the Quantum Customer Support Center who will:

i. Diagnose the problem
ii. Ship a replacement Field Replaceable Unit (FRU) and/or dispatch Quantum or a Quantum Service Partner to the equipment site

Next business day CRU replacement and next business day onsite FRU replacement: Scalar i500, DXi3500 and DXi5500

For Products that require repair during the term of this Limited Warranty, CRU components will be replaced by the customer, the replacement part will be shipped to the customer the next business day. For FRU components, Quantum will dispatch a Field Service Engineer the following business day after receipt of your call. Next business day response times are subject to End User location, End User availability, parts availability and resource availability.

Next business day response will be provided by contacting the Quantum Customer Support Center who will:

i. Diagnose the problem
ii. Ship a replacement Customer Replaceable Unit (CRU), for replacement by customer
or
iii. Ship a replacement Field Replaceable Unit (FRU) and/or dispatch Quantum or a Quantum Service Partner to the equipment site

Guardian One-Year On-site: DX3000, DX5000, DPM5500 Warranty Claims

With StorageCare™ Guardian installed, 5x9 next business day on-site target response for the chassis, raid controllers and Optyon adapters; and Rapid Exchange³ for the power supplies, fans and disk drives. DPM5500 software warranty is one-year 5x9 telephone support. Warranty support will be commercially reasonable effort if StorageCare™ Guardian is not installed.

StorageCare™ Guardian is a remote monitoring and diagnostic solution that enables Quantum to proactively monitor the health of Quantum products. It uses diagnostic data to predict possible failures and determine whether or not the problem involves a Quantum product or other critical component in the customer's backup environment.

Please note that 5x9 next business day response is available in many regions around the world, but where not available, the warranty is Rapid Exchange for customer replaceable units after technical support determination of unit failure. Rapid Exchange is shipment of parts within two (2) business days after receipt of the call. On-site response may be available at an additional charge.

Replacement Products or Parts shall be furnished on an exchange basis and may be either new or reconditioned as new. Quantum offers the best available exchange for your replacement parts. Customer may have to act as the importer of record.

End User Hardware Limited Warranty
Worldwide

Product Warranty Start Date

The warranty for new Product begins on the date of purchase from Quantum or an authorized Quantum VAR/VAD as evidenced by a copy of the seller's invoice.

Repaired or Rapid Exchange³ Warranty

The warranty period for Repaired or Rapid Exchange³ Product shall be the balance of the original Product warranty.

Warranty Limitations

For the time periods set forth with the specific Product, Quantum warrants to the original End User (you) that the Product (excluding expendable parts and covers) you have purchased from Quantum or a Quantum authorized Reseller is free from defects in material and workmanship under normal use.

THIS LIMITED WARRANTY DOES NOT APPLY TO ANY PRODUCTS OR PARTS FROM WHICH THE SERIAL NUMBER HAS BEEN REMOVED OR ALTERED OR THAT HAVE BEEN DAMAGED OR RENDERED DEFECTIVE:

(i) AS A RESULT OF ACCIDENT, MISUSE OR ABUSE;

(ii) BY THE USE OF PARTS OR MEDIA PRODUCTS NOT APPROVED, MANUFACTURED OR SOLD BY QUANTUM, OR NOT CONFORMING TO QUANTUM'S SPECIFICATIONS;

(iii) BY MODIFICATION WITHOUT THE WRITTEN PERMISSION OF QUANTUM;

(iv) AS A RESULT OF INSTALLATION OR SERVICE BY ANYONE OTHER THAN QUANTUM, AN AUTHORIZED QUANTUM SERVICE CENTER, OR A QUANTUM SERVICE PROVIDER CERTIFIED TO PERFORM SUCH WORK.

(v) AS A RESULT OF FAILURES DUE TO A PRODUCT FOR WHICH QUANTUM IS NOT RESPONSIBLE

(vi) AS A RESULT OF USE IN AN ENVIRONMENT FOR WHICH THE PRODUCT WAS NOT DESIGNED.

When Quantum releases a critical update to a hardware or firmware component to the product, in-warranty or uplifted support will only be provided for six months on the previous version. After the six-month period, support will be provided on a time and material basis.

Disclaimer of Warranties

EXCEPT AS EXPRESSLY STATED HEREIN, QUANTUM EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR TITLE, ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, OR ANY WARRANTIES OF NON-INFRINGEMENT OF ANY THIRD PARTY'S PATENT(S), TRADE SECRET(S), COPYRIGHT(S), OR OTHER INTELLECTUAL PROPERTY RIGHT(S). IN THE EVENT THE PRODUCT, PART OR REPAIR IS NOT FREE FROM DEFECTS AS WARRANTED ABOVE, END-USER'S SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AT QUANTUM'S DISCRETION AS PROVIDED ABOVE.

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QUANTUM PRODUCTS ARE MANUFACTURED USING NEW MATERIALS OR NEW AND USED MATERIALS EQUIVALENT TO NEW IN PERFORMANCE AND RELIABILITY.

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ALL QUANTUM PRODUCTS ARE COVERED BY A WORLDWIDE LIMITED WARRANTY. THIIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

Quantum shall not be responsible for any handling fees, delays as a result of customs, import duties or tariffs.

End User Software Limited Warranty
Worldwide

Term of Warranty

The warranty term (duration) begins on the date of purchase from Quantum or an authorized Quantum VAR/VAD as evidenced by a copy of the seller's invoice.

Warranty Limitations

For the time periods set forth with the specific Product, Quantum warrants to the original End User (you) that the Product software (when installed on Quantum hardware) you have purchased from Quantum or a Quantum authorized Reseller will material conform to the then current documentation; and the media containing the Software, but not the Software itself is free from physical defects. This warranty covers only problems you report, and that Quantum verifies during the warranty period.

If Quantum confirms a problem in the Software, Quantum's only responsibility (at Quantum's discretion) is to repair or replace the software, provide a different version of software to use as a work-around or refund the purchase price of the software.

When Quantum releases a critical update to a hardware or firmware component to the product, in-warranty or uplifted support will only be provided for six months on the previous version. After the six-month period, support will be provided on a time and material basis.

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Quantum shall not be responsible for any handling fees, delays as a result of customs, import duties or tariffs.

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